

### 3-TIER SYSTEM

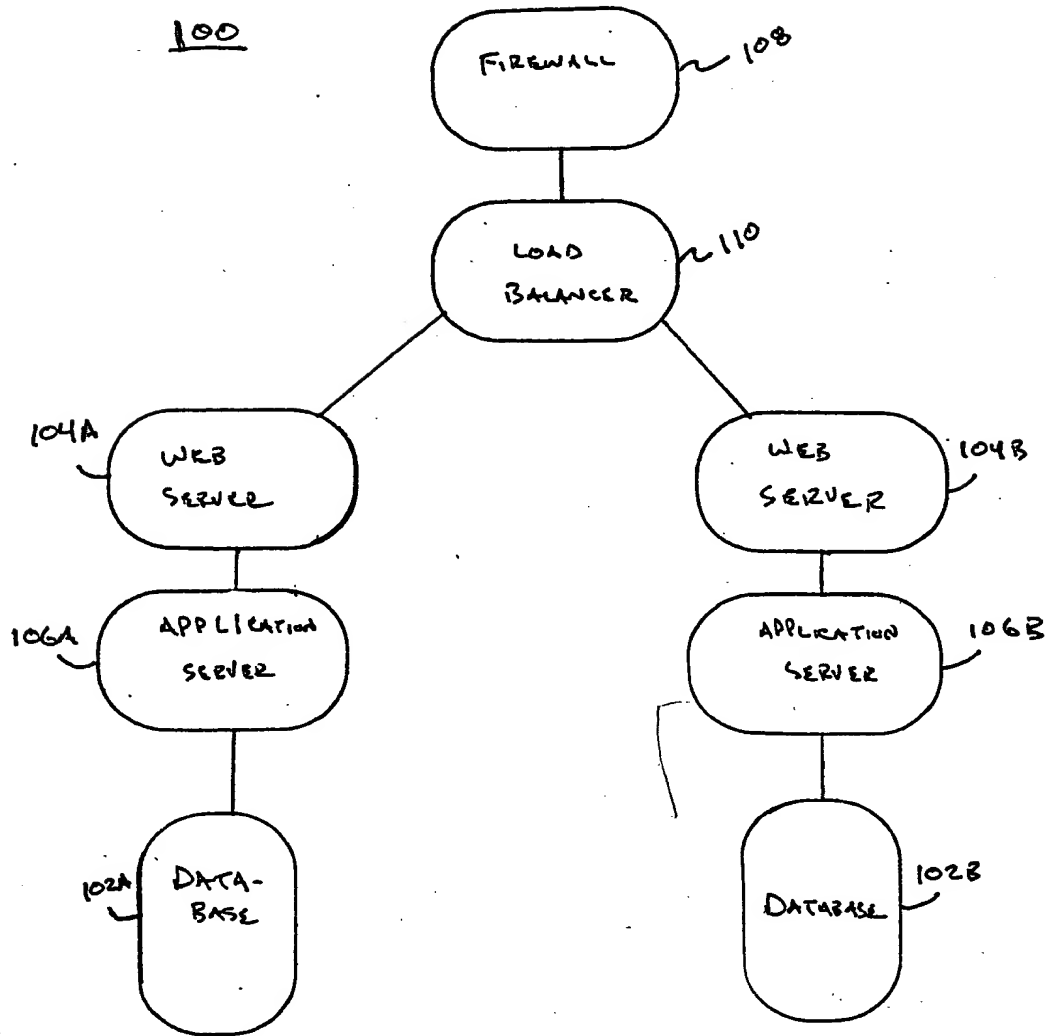


FIGURE 1

09766649.072301

09766649-072301

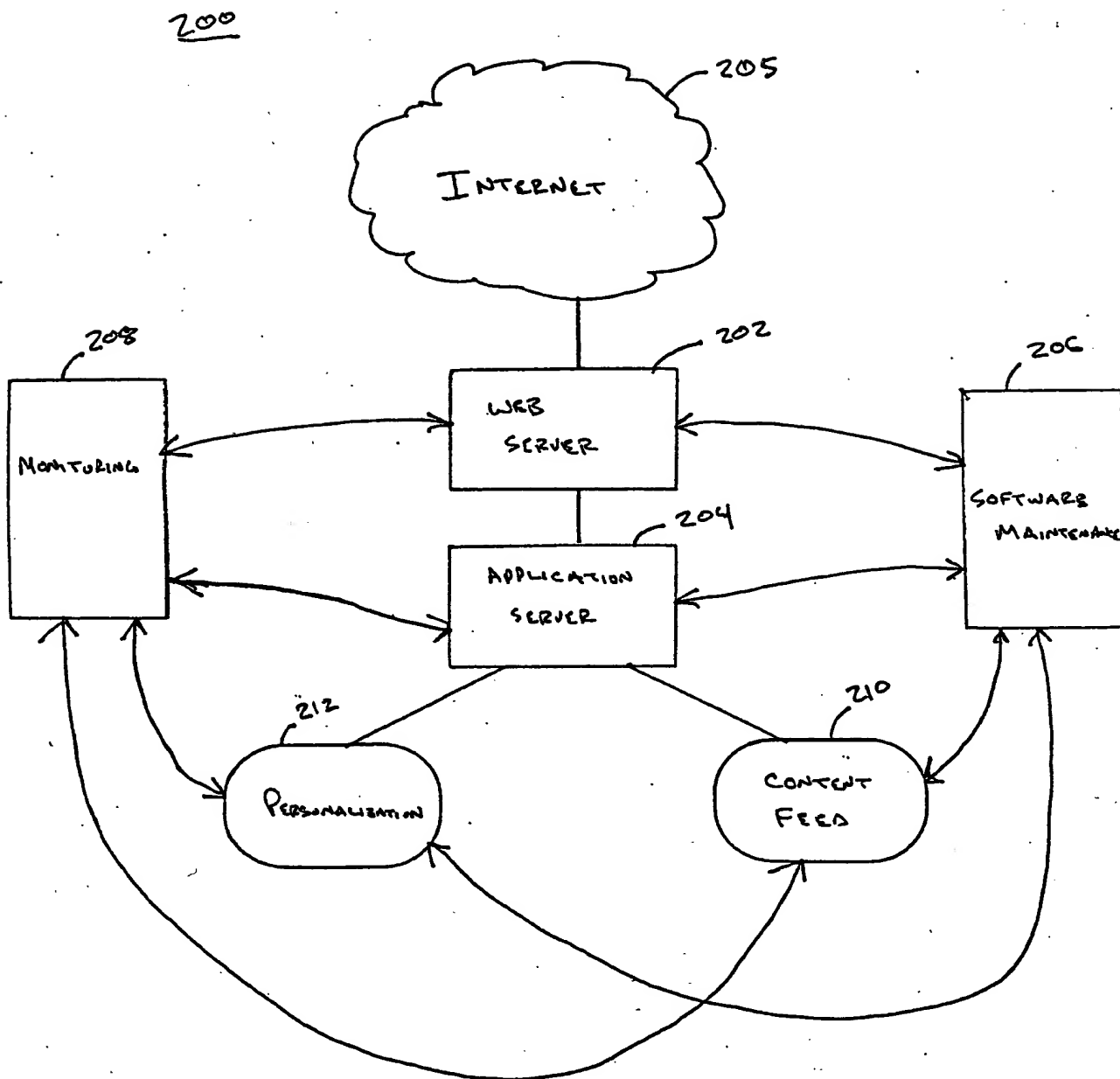


FIGURE 2

09766649-072301  
T0E220" 64999260

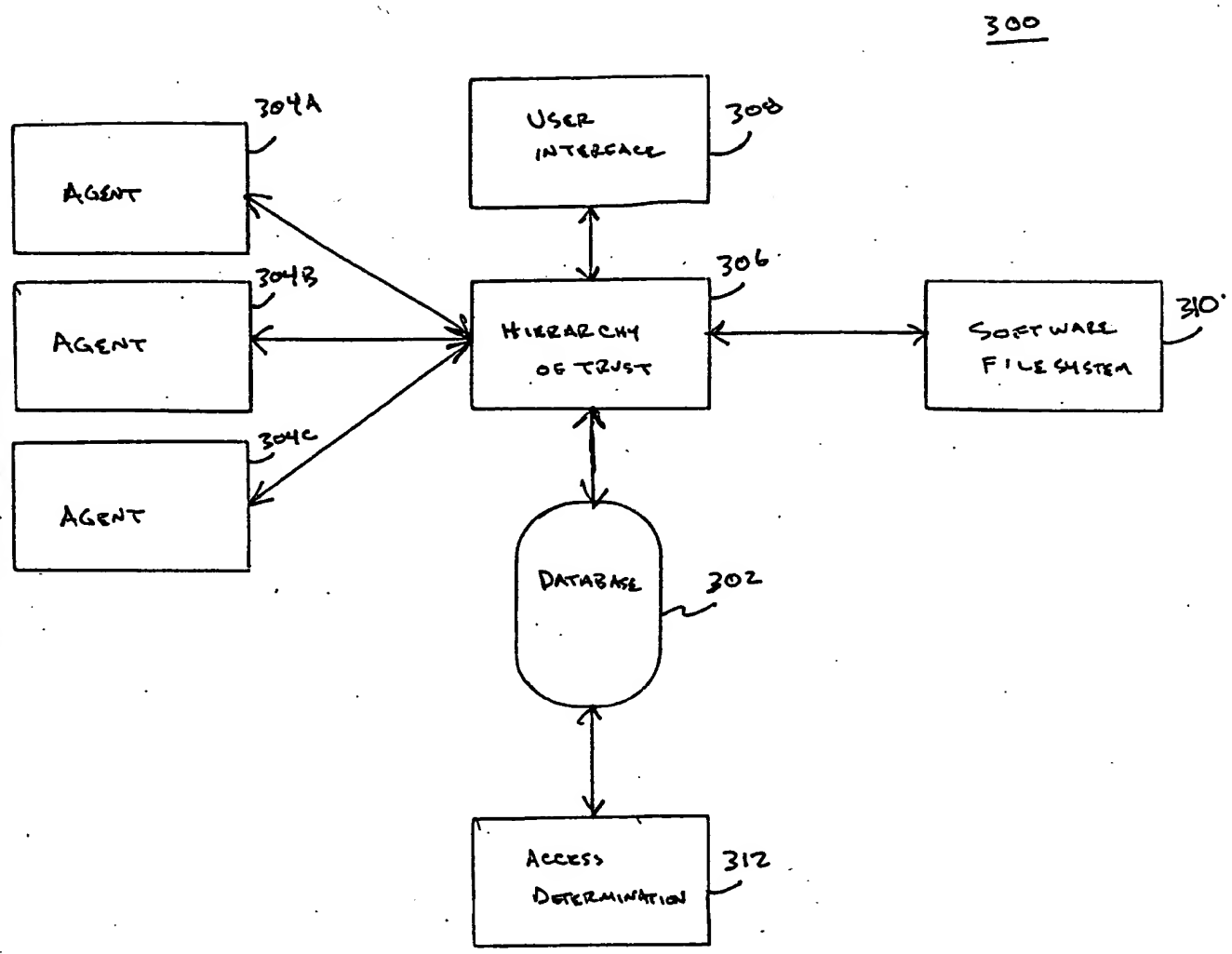


FIGURE 3

CUSTOMER ROLE PACKAGE

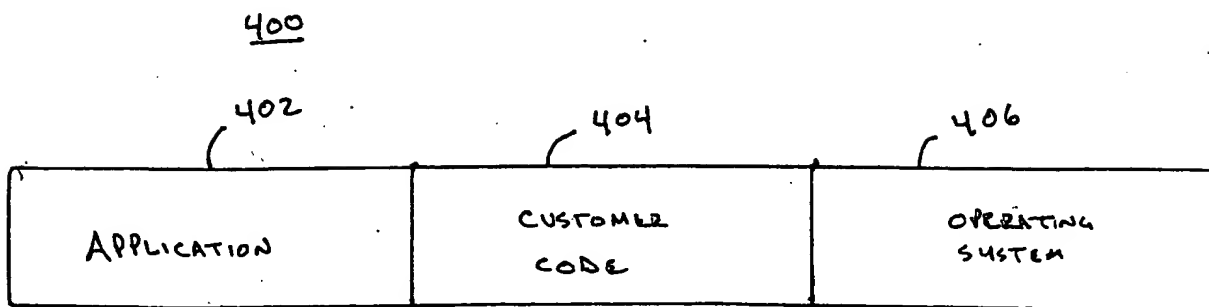


FIGURE 4

ROLE-CENTRIC MODEL

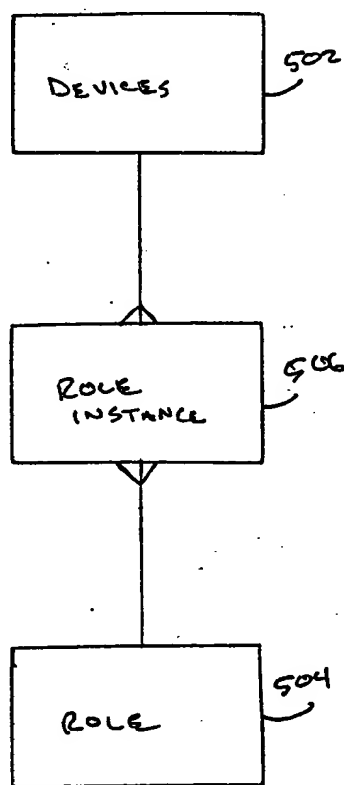


FIGURE 5

09766649-072301  
FOI220-6499960

SERVICE-CENTRIC MODEL

600

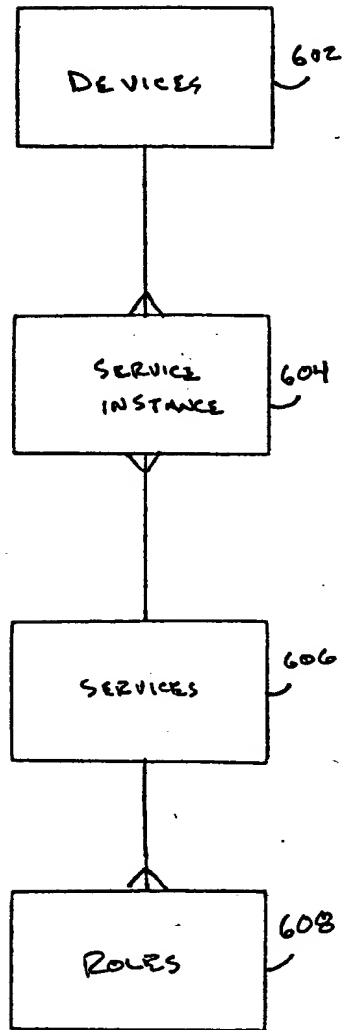


FIGURE 6

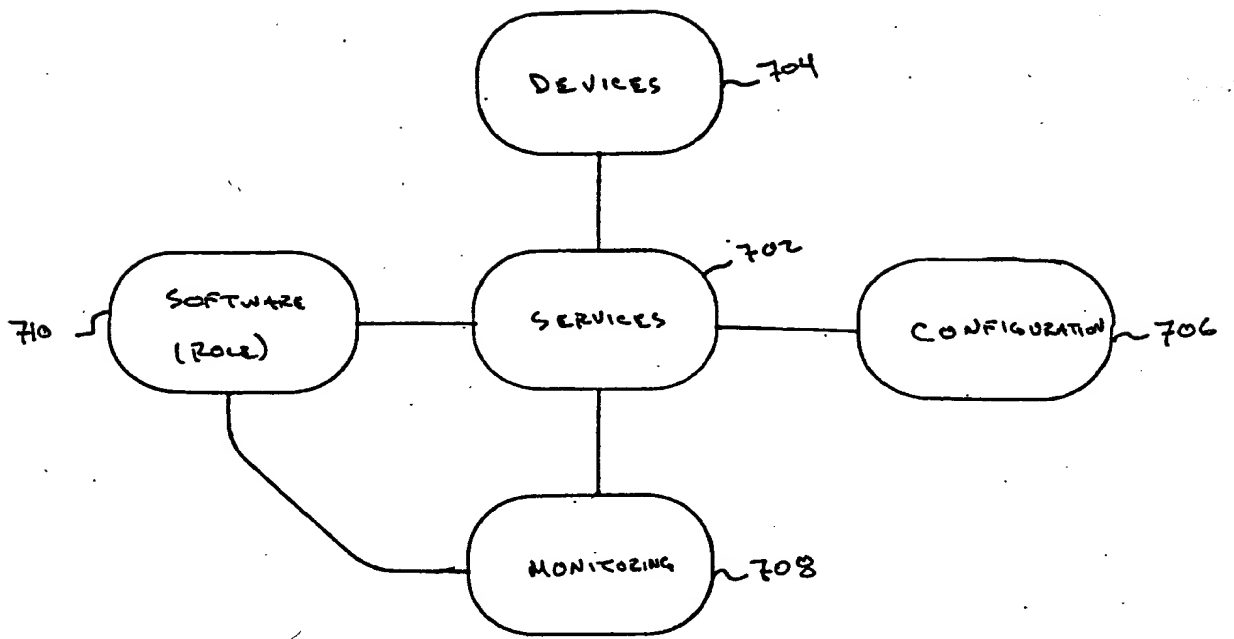


FIGURE 7

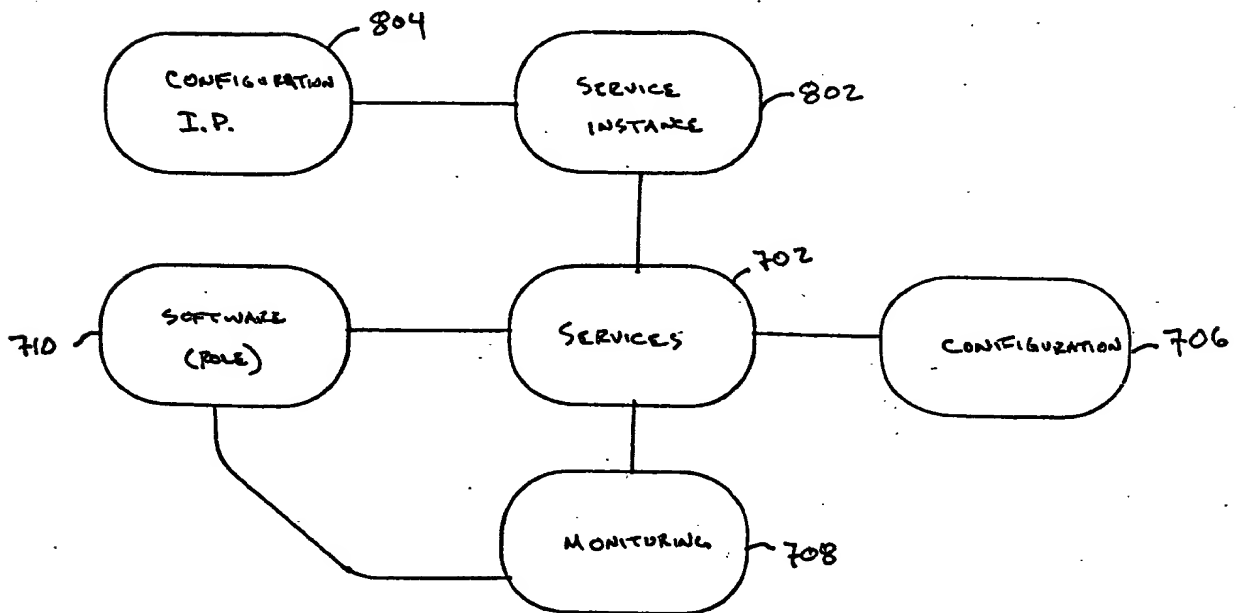


FIGURE 8

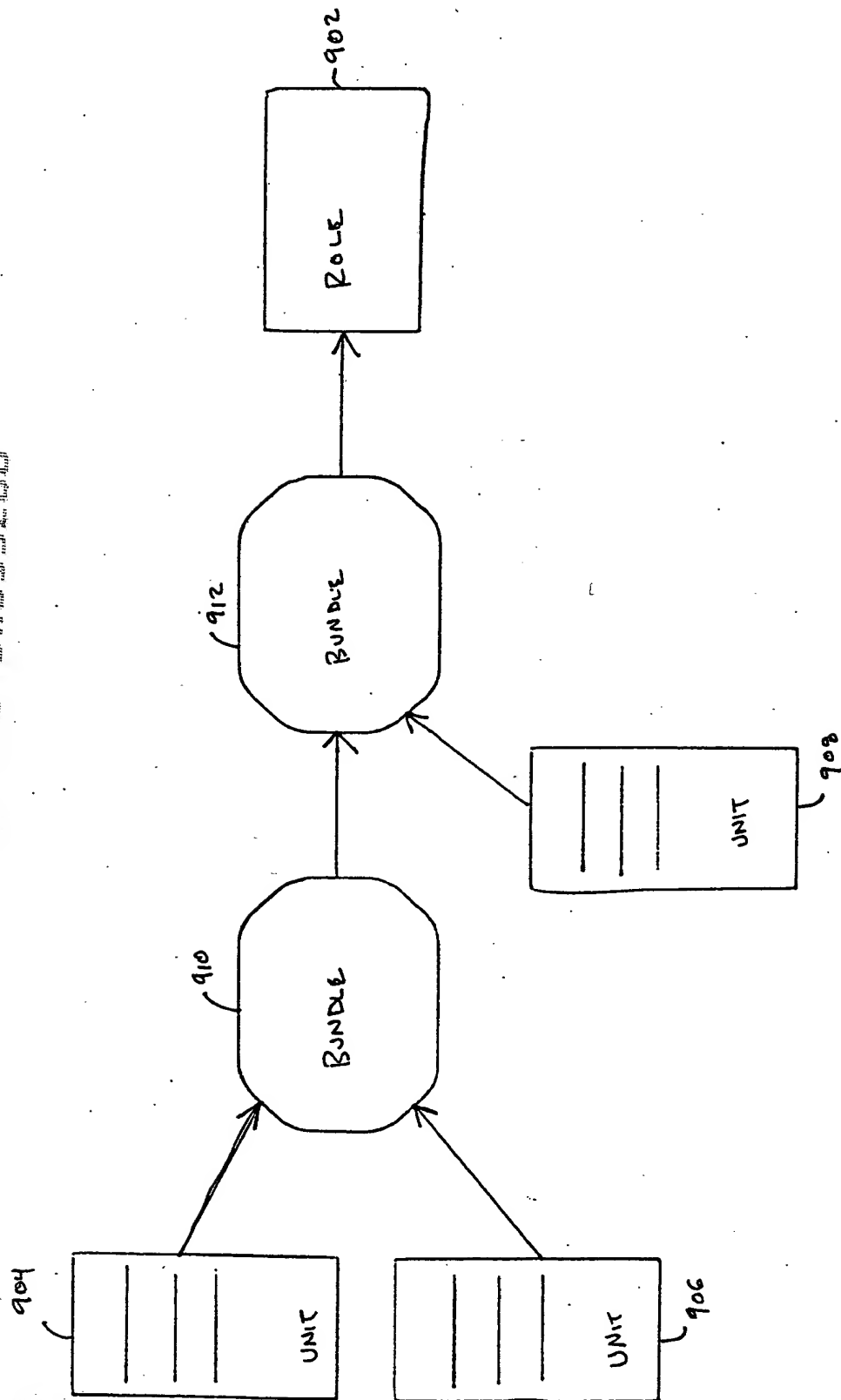


FIGURE 9

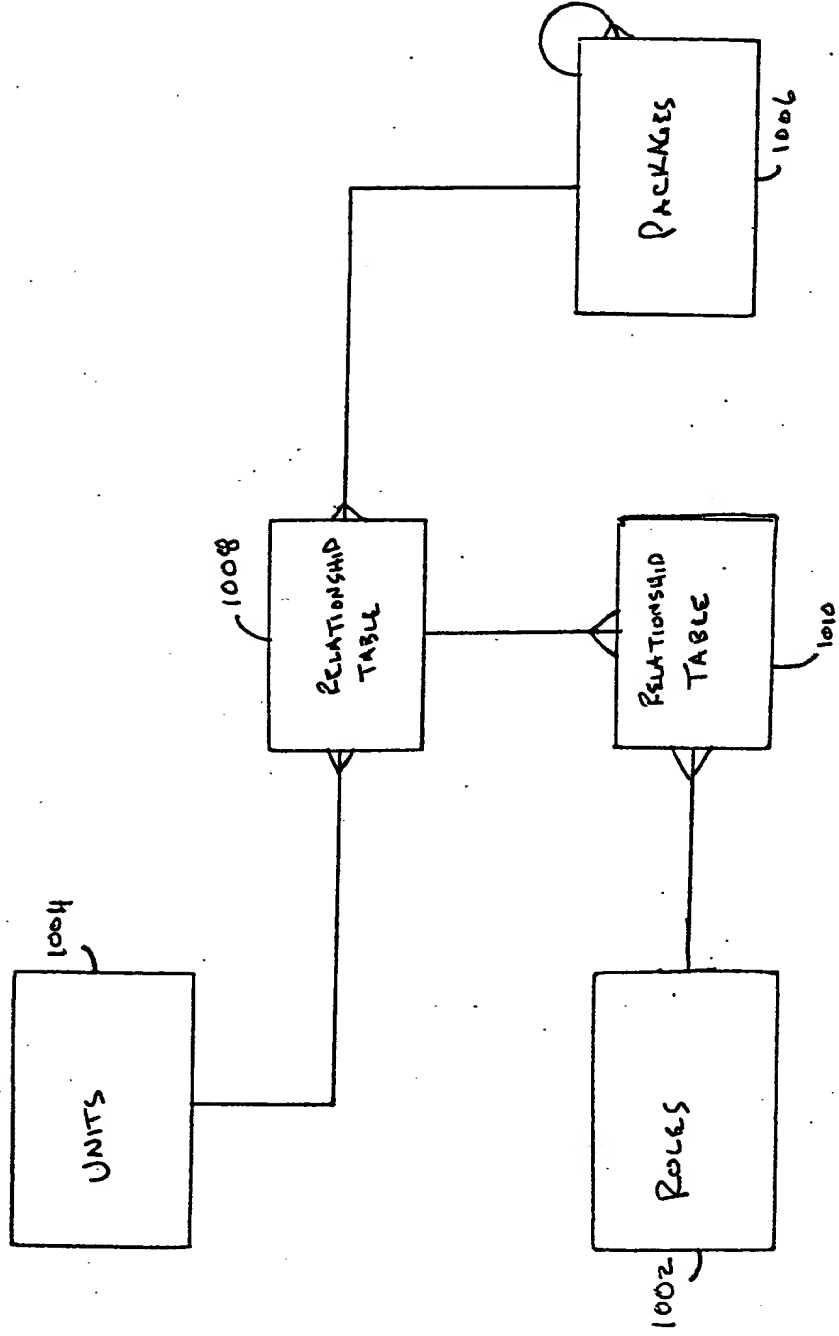


FIGURE 10



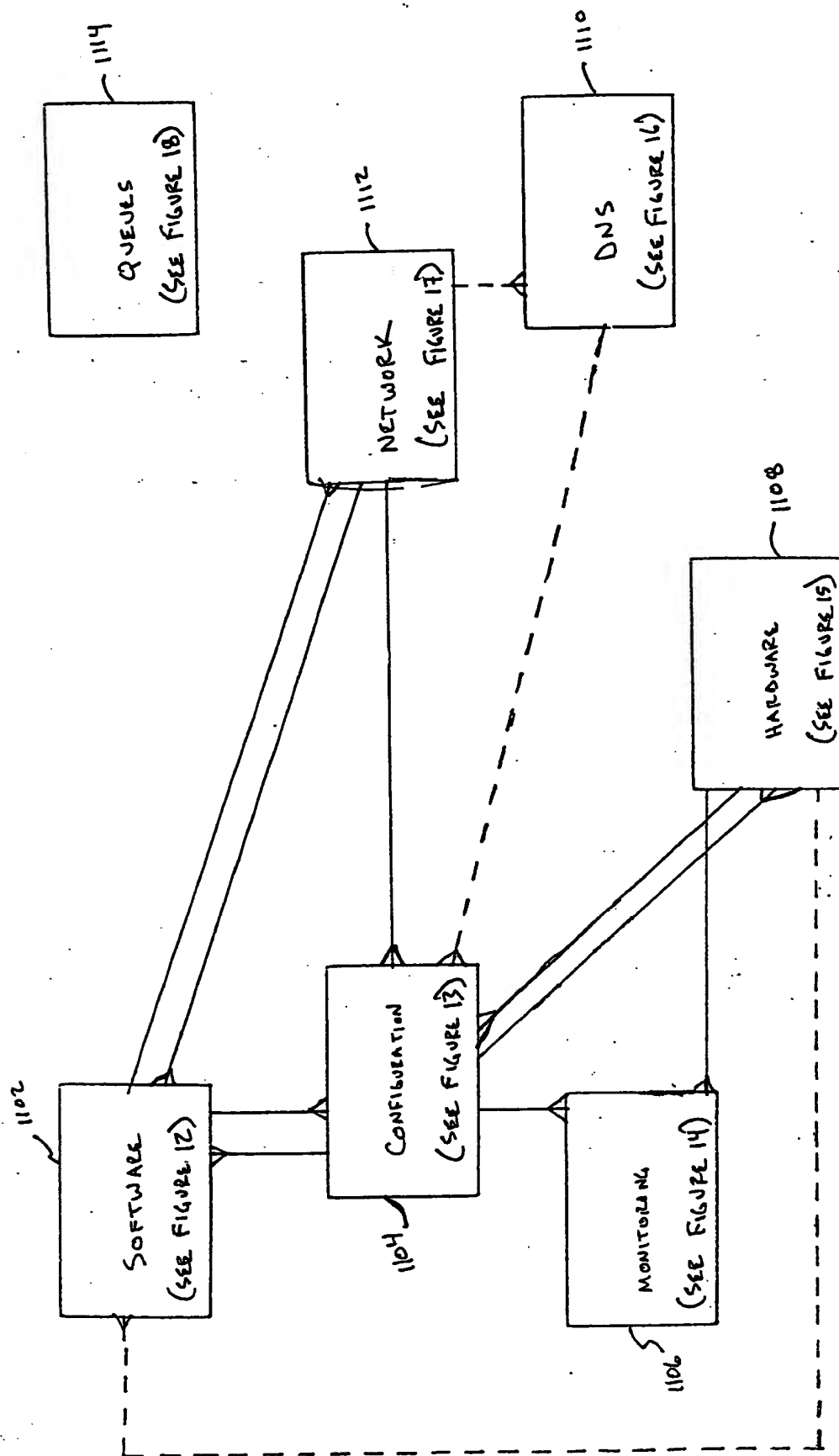


Figure 11

SOFTWARE 1102

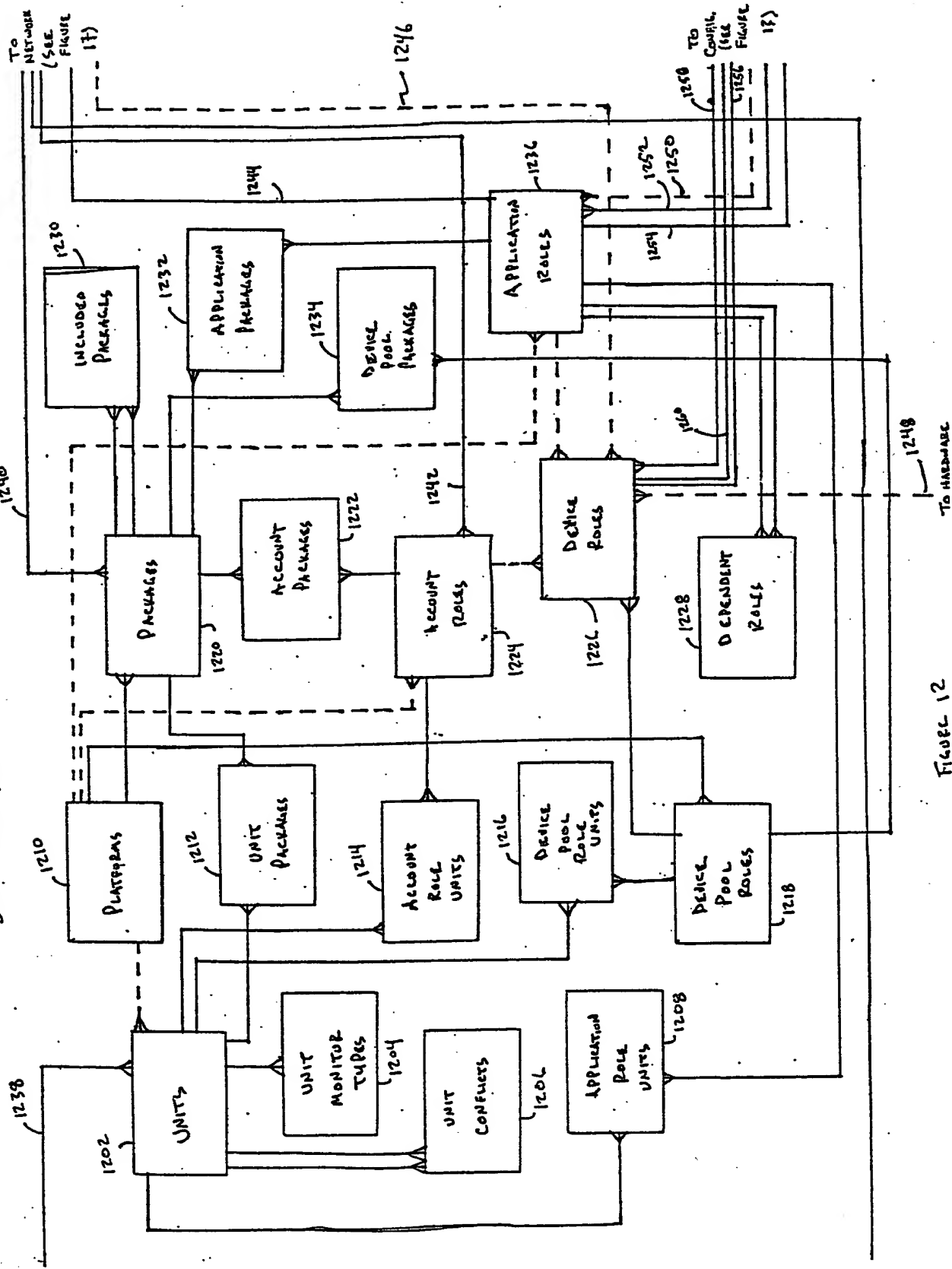
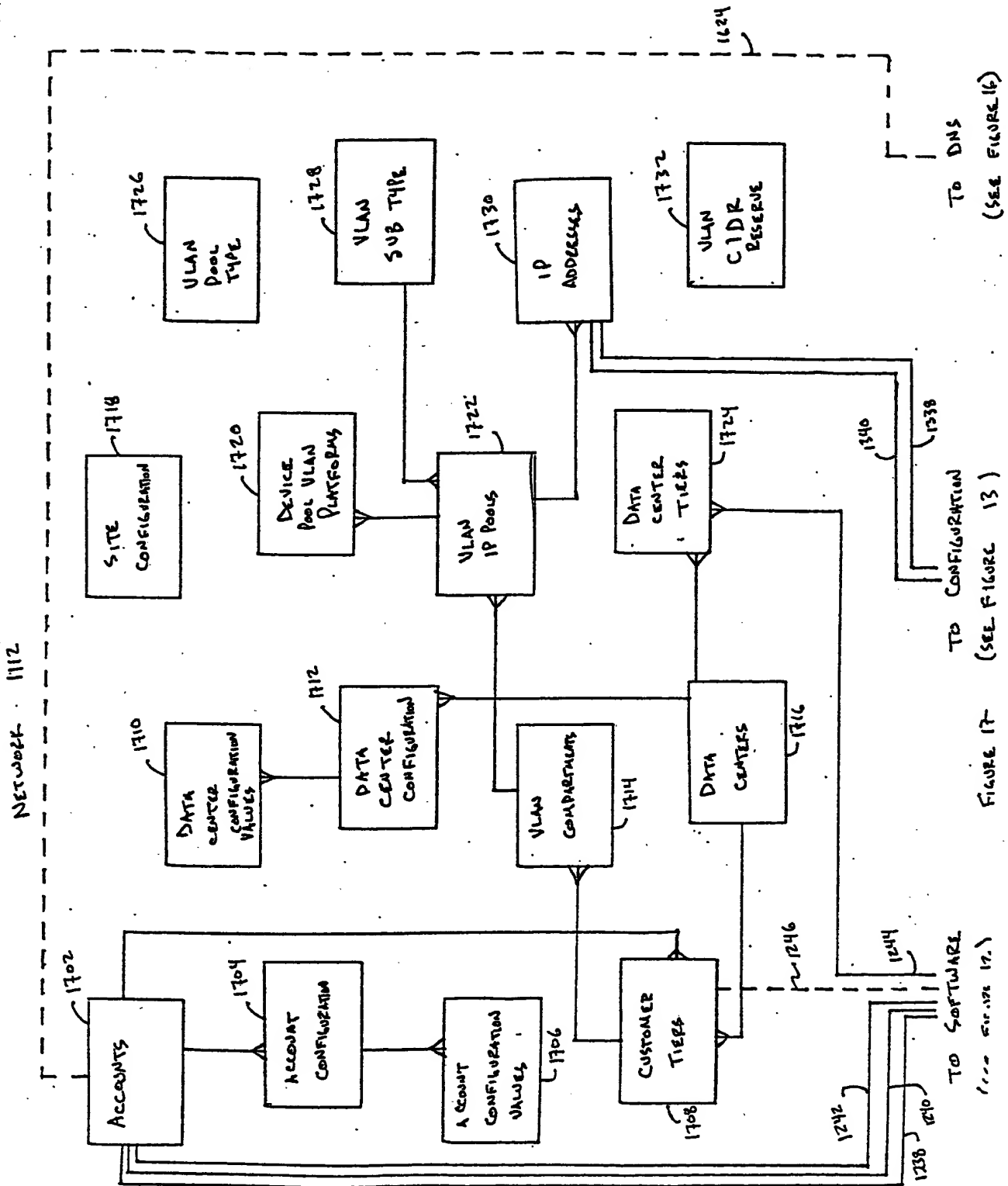


FIGURE 12







QUEUES 1114

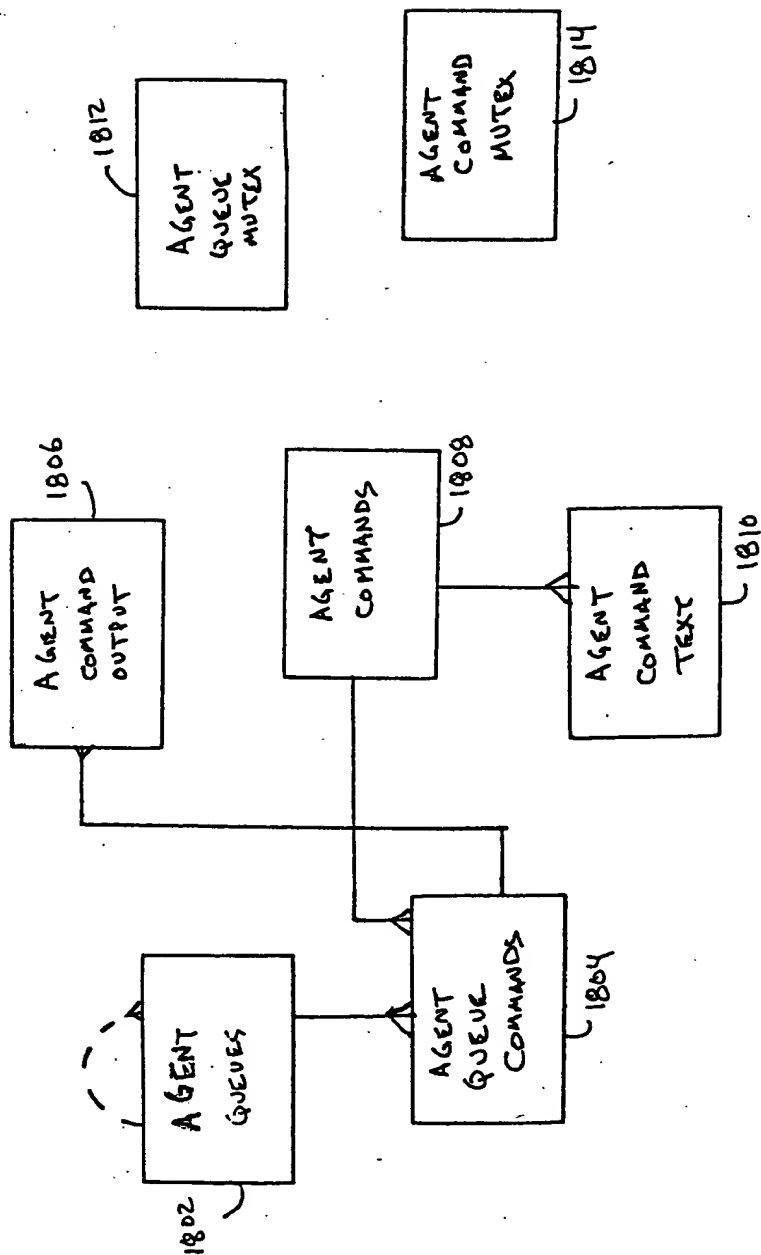


FIGURE 18

(SEE FIGURE 14)

(see figure 13)

(see Figure 12)

# DNS 1110

